

N443: Leadership + Management

Exam 4 Study Guide

Material that is covered on the exam includes assigned readings in the text, ATI, lecture presentations, and your notes. This study guide is not all inclusive but will help you focus on review for the exam.

Week 10: Appx. 35% of the exam

Text	ATI
--	Ch. 4: Maintaining a Safe Environment
--	Ch. 5: Disaster Planning and Emergency Response

Ch. 4: Maintaining a Safe Environment

1. Know the QSEN competencies
2. Understand the nurses' role in holding others accountable for wearing PPE
3. Understand standard precautions
4. Know what safety checks to perform at the beginning of the shift
5. Understand what contributes to the older adult's increased risk for falls
6. Know the nurses' role when a client is actively seizing
7. Know the potential physical complications of a restrained client
8. Know what a prescription for restraints must include
9. Understand the nurses' responsibility related to restraints
10. Discuss the proper use of restraints
11. Discuss health promotion of a young adult--middle aged adult

Ch. 5: Disaster Planning and Emergency Response

1. Identify an internal vs. external emergency
2. Identify which agencies respond to a disaster
3. Understand how to triage after a mass casualty event

Week 11: Appx. 65% of the exam

Text	ATI
Ch. 21: Conflict, workplace violence, and negotiation	pg. 14-17: Conflict
Ch. 25: Problem employees, rule breakers, marginal employees, and the chemically impaired nurse	pg. 43: Impaired coworkers pg. 45: Disruptive behavior

Ch. 21: Conflict, workplace violence, and negotiation

1. Understand the interactionist theory of organizational conflict
2. Identify between interpersonal conflict, intrapersonal conflict, and intergroup conflict
3. Understand the different stages of conflict
 - a. Latent
 - b. Perceived
 - c. Felt
 - d. Manifest/overt
 - e. Conflict aftermath
4. Understand conflict management techniques
 - a. Collaborating
5. Know how the manager prepares for a negotiation
6. Know destructive negotiation tactics
 - a. Ridicule
 - b. Inappropriate questioning/diverting
 - c. Flattery
 - d. Sadness
 - e. Helplessness
7. Understand how to facilitate conflict resolution in the workplace
 - a. Confrontation
 - b. Third-party consultation
 - c. Behavior change
 - d. Responsibility charting
 - e. Structure change
 - f. Soothing one party
8. Understand what constitutes workplace violence
9. What is the role of the nurse manager if they observe workplace violence?
10. What are the potential consequences of workplace violence?
11. What is the role of an ombudsperson?

Ch. 25: Problem employees, rule breakers, marginal employees, and the chemically impaired nurse

1. Know the tenants of self-discipline
2. Know the tenants of group norms
3. Understand constructive discipline
4. Understand progressive discipline
 - a. What actions require written warnings?
 - b. What actions require immediate dismissal?
5. What is the nurse manager's role when working with a marginal employee?
6. What drugs are most often diverted?

7. Understand the scope of substance use disorder in registered nurses
8. Understand what enables nurses to have a substance use disorder
9. Know what S/S an individual with a chemical dependency will demonstrate at the workplace